

# Customer Service

City of Newton Performance Management  
April 2011 Scorecard



## Traffic Light Key

Green = actual value meeting or exceeding the target  
Yellow = actual value within 10% of meeting the target  
Red = actual value more than 10% away from meeting the target



## Trend Key

Up = actual value has improved since last reporting period  
Right = actual value has stayed the same since last reporting period  
Down = actual value has worsened since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
<b>1. Connect residents to the answers to their questions, concerns, and requests as easily as possible</b>					
		Estimated total calls	3,595	4,500	905
		Number of requests made online by residents	574	350	224
		% of total requests made online by residents	25	10	15
		% of voicemails returned within 24 hours	100	100	0
<b>2. Ensure that resident requests are followed up on by the appropriate department in a timely manner</b>					
		% of all work requests meeting service level agreements	96	90	6
		% of total requests where residents call more than once	3	5	2

## Notes